Operations and Systems Technician

Role Summary: This is technical work in the operation of computer equipment and auxiliary equipment to meet customers' needs and to provide assistance to users of computer systems. Operations of the computer include set-up and scheduling of production jobs that run on the computer, monitoring the computer through the steps and procedures to update the data bases and produce reports or other transaction outcomes, and setting up and monitoring the equipment to produce print products required by users. Providing assistance to users may involve answering calls to help as users experience difficulties with connection to the computer or with computer use itself. May include installation and modifications of software/hardware, testing, and documentation on a variety of platforms. Work may include interaction with customers, technicians, analysts, and specialist to troubleshoot problems related to the use of single and/or multiple information systems. May include work on multiple platforms including z/OS, Windows, Unix (multiple vendors). May include installation and fiber optic wiring of Storage Area Networks. May include KVM over IP deployment and administration. May include floor design of environmental requirements of hardware. Employees determine the nature of the problem, providing additional assistance, or referring difficult problems to appropriate higher-level analytical staff. Work may involve the identification of trends that develop through troubleshooting and recommendations for future resolution or the understanding of systems interrelationships and the development of new processes to improve timeliness and service users. Employee may work with mainframe and/or other multi-platform servers.

Competency	Definition
Communication	Clearly conveying verbal, non verbal (sign language, body language, gestures), or written information and ideas to individuals or groups to ensure that they understand the message. Listens and responds appropriately to messages from others.
Customer Service	Developing and maintaining strong relationships with customers by listening and understanding the customer and responds to identified needs.
Organizational Awareness	Understanding the organization's mission, the function of the specific work unit and how they work with other work units to serve the customer.
Planning/Organizing	Establishing courses of action for self and others to ensure that work is completed efficiently.
Technical Support/ Problem Solving	Identifying problems, determining possible solutions, and taking action to resolve the issues.
Teamwork	Actively participates as a member of a team to move toward the completion of goals.
Technical Knowledge/ Technical Solutions Development	Possessing a satisfactory level of technical and professional skill or knowledge in position-related areas and keeping up with current developments and trends in areas of expertise.

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Communication	States message in a clear manner using terminology that is easily understood by the customer. Listens to others. Ensures that information gets to the right person within agreed upon timeframes. Uses correct grammar, punctuation, and spelling to communicate basic information (verbal and written).	Clarifies the purpose and importance of the message; presents ideas in a concise and clear manner. Explains policies and procedures using terminology that is easily understood by the customer. Uses a style (formal, informal) that is appropriate for the listener, group, or reader. Adapts delivery based on the situation and audience. Seeks input, listens and checks for mutual understanding; asks for clarification as needed.	Structures message in keeping with listener's experience, background and expectations; uses terms, examples, and analogies that are meaningful to the listener. Uses an effective and approachable style that engages others and builds credibility; persuades and negotiates to build rapport. Adapts style to meet the needs of the audience. Provides rationale when delivering complex or challenging information. Advises and consults with others to ensure accuracy and appropriateness of communications.

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Customer Service	Can identify both internal and external customers that receive products or services. Accessible to the customer and provides prompt, attentive service. Listens carefully and checks for understanding of customer needs. Demonstrates courteous actions and follows the organization's established protocol for customer service.	Understands the needs of the customer. Develops relationships/partnerships with customer by responding to needs. *Example:* • *Serve as mediator between* client *and programming staff* Identifies options, develops solutions and takes action when responding to customer needs. Remains accessible to the customer when balancing multiple priorities. Demonstrates a sense of urgency when interacting with customers. Assesses or checks with customer to ensure solution meets need. *Example:* • *Assist clients with document design and business practices*	Proactively seeks to determine customer needs and provide satisfaction. Improves service delivery based on customer feedback. *Example:* • *Determines Impact of services on recipients* Looks for ways to optimize service delivery and meet customer needs. Develops creative solutions to respond to service needs.
Organizational Awareness	Understands duties and purpose of his/her position. Understands how primary duties/purpose of the position contributes to accomplishing the goals of the work unit. Understands the basic mission of the organization and work unit.	Understands the primary duties/purpose of the work unit and how the unit contributes to accomplishing the goals of the organization. Understands how individual decisions impact the achievement of the organization's goals. Understands the formal as well as	Considers the impact of work products, outcomes, organizational changes on other parts of the organization. Communicates goals, mission and priorities of the organization when interacting with others.

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	Begins to recognize how work units work together. *Example:* *Attend Managers Meetings*	informal relationships within the organization.	Identifies changing organizational needs and adapts service delivery accordingly.
Planning & Organizing	Works independently on assigned tasks. *Examples:* *Runs routine print jobs that occur at regularly scheduled intervals (daily, weekly, monthly, quarterly, annually.* *Utilizes standard operating procedures in performing tasks.* Understands objectives and priorities related to activities and tasks. *Examples:* *Reviews production jobs and questions unusual schedules or queuing of print runs* *Evaluates needs and seeks assistance as needed.* Accomplishes tasks within established timelines. *Examples:* *Follows standard operating procedures to ensure quality and consistency in print runs.* *Follows established*	Assesses project/assignment requirements by breaking them down into manageable tasks. *Examples:* *Plans for routine production requirements that occur at regularly scheduled intervals (daily, weekly, monthly, and quarterly, annually).* *Ensures equipment and supplies are available for print jobs for self and others.* *Reviews and provides input into standard operating procedures to ensure quality and consistency in print runs.* *Participates in training and/or cross-training employees in job functions.* Uses time effectively and accomplishes tasks within established timeframes. Sets objectives and prioritizes activities and tasks; adjusts priorities when appropriate. *Examples:* *Establishes own priorities that ensure work is completed*	Identifies critical activities and tasks needed to complete work. *Examples:* *Schedules production jobs using resources effectively and efficiently (labor, equipment, scheduling software).* *Commits to schedule changes and ensures resources are available.* *Plan for needs to meet critical activities by realignment of resources.* Analyzes problems and seeks solutions; communicates solutions to others. *Examples:* *Evaluates problems and determines solutions to meet goals.* *Effectively communicate problems and solutions to management.* *Explain problems solutions to staff and gain buy-in on problem resolution.* *Reassign human resources to best meet production goals.*

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	sequence of jobs runs to ensure deadlines are met. Recognizes and obtains required equipment and/or materials that are needed to do the job. *Examples:* • *Sets up equipment needed for print jobs.* • *Acquires necessary supplies for print jobs.* • *Informs supervisor of issues or concerns.* • *Requests additional resources as needed.*	*within agreed upon timelines.* • *Coordinates routine work assignments with special assignments to accomplish set objectives.* • *Adheres to print deadlines to meet customer needs.* Responds positively to obstacles and problems. *Examples:* • *Evaluates problems and makes recommendations for meeting production goals.* • *Recommends alternatives to ensure work is completed in a timely manner.* Devises alternative plans to ensure tasks are completed. *Example:* • *Recommends work process improvements.*	• *Develop work process improvements to avoid or minimize problems.* • *Writes or edits standard operating procedures to diminish or eliminate re-occurring problems.* Develops timelines for project or task completion. *Examples:* • *Prepares production schedules that effectively utilize staff and equipment* • *Effectively schedule on-going projects to meet agreed upon schedules.* Allocates appropriate amounts of time for completing own and others' work; avoids scheduling conflicts. *Examples:* • *Understands timeframes needed for completion of routine tasks.* • *Able to evaluate time and resources needed for special projects.* Ensures that required equipment, materials, or training are available for self and others. *Examples:* • *Plans for supply needs using short- and long-range*

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			projections of material needs. • *Schedules equipment usage to allow for completion of tasks and necessary downtime for maintenance.* • *Provide or secure training for staff.*
Technical Support/ Problem Solving	Takes direct requests from clients or coworkers in order to solve problems of limited complexity or pass it on to appropriate technical experts. Troubleshoots simple technical problems to provide technical assistance to clients. Independently resolves routine problems in one specialty area. Troubleshoots problems by probing user for information relevant to problem Performs routine diagnostics on assigned hardware and software. Seeks advanced level support as needed. Describes problems accurately for higher technical support, if necessary.	Performs diagnostics on assigned software and hardware according to standard operating procedures. Resolves routine and some non-routine technical problems through standard troubleshooting procedures. Recognizes levels of impact to make decisions on appropriate course of action for unique problems. Independently resolves routine and some non-routine problems using standard troubleshooting techniques. Gathers and analyzes information to better understand problems. *Example:* • *Conduct analysis to ascertain problems/issues.* Applies technical understanding to resolution of problems of medium complexity.	Demonstrates knowledge of technical modifications and impact prevent future problems. Identifies trends in reoccurring problems and assists in developing solutions. Recommends methods of resolving problems to lower level technicians or client representatives. Serves as a key resource in solving problems for other technicians and users. *Example:* • *Handle specific employee problems and issues that could impact division goals and objectives--results* Develops solutions that address the origin of the problem thus eliminating recurrence. Makes suggestions for technical modifications to prevent future

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		Example: • *Analyze JCL and determine what may be wrong with production jobs* Spots trends in reoccurring problems and assists in developing solution.	problems.
Teamwork	Demonstrates courtesy and respect when dealing with others. Actively participates and contributes meaningful suggestions for problem resolution. Considers ideas of other team members. Accepts responsibility for actions. Works as a team member by doing own share of work and listening to and acting on expressed needs.	Applies feedback from others to improve own performance. Works to make others successful. Accepts change and works to support changes. Constructively resolves conflict Solicits feedback to improve performance. *Example:* *Works with application staff to ascertain the best method to schedule assignments (jobs) to ensure timely distribution outcomes (i.e. benefits, etc).* Coordinates with others to achieve agreed upon outcomes. *Example:* *Serves as back-up for co-workers when necessary.*	Formally or informally mentors and coaches work group. Leads team efforts. Proactively tries to impact issues that affect team performance. Seeks out others, including clients, in creative problem solving. Selects appropriate and best method or format for presenting information either in writing or verbally.

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Technical Knowledge/ Technical Solutions Development	Understands the standard technology and systems in place and is capable of supporting the operation of this technology. Demonstrates knowledge of simple computer operations to verify/monitor proper functioning. Issues standard computer commands to perform job. Exhibits basic knowledge of technology principles and terminology. *Example:* • *Applies knowledge of printing processes utilizing technology.* Demonstrates understanding of fundamental standards and is able to apply these in work situations. *Examples:* • *Investigates routine problems and uses troubleshooting techniques.* • *Reports safety concerns.* Requires some technical supervision to complete projects. *Example:* • *Seeks assistance when needed for problems or technical issues outside the scope of the job.*	Operates a variety of computer and peripheral equipment. Understands routine functions of mainframe computer and associated hardware. Understands a wide variety of commands to control operation of computer and peripherals. Demonstrates an understanding of the general principles and practices associated with the work performed. *Examples:* • *Learns and applies changes in software usage.* • *Maintains knowledge on software packages utilized in job performance.* Applies technical knowledge to standard and non-standard tasks. *Examples:* • *Monitors logon/logoff procedures for users.* • *Monitors parameter files.* • *Makes JCL changes to alter print jobs.* • *Submit/change reports for printing on an established schedule (daily, weekly, etc.).* • *Sets up new print jobs using appropriate tools.* • *Responds to questions*	Understands non-routine functions of mainframe computer and associated hardware. Performs complex operational procedures including operation of more complex peripherals. Demonstrates in-depth knowledge of computer center operations. Serves as a technical resource to lower-level technicians and staff. *Examples:* • *Establish host-to-post processing solutions.* • *Uses software effectively (Zeke, Beta 45, PCS, XPTR, Connect/Direct).* • *Serve as a resource in the use and application of new processes, procedures, software, hardware, rules, etc.* Demonstrates a thorough and extensive understanding of theories, concepts, and practices. *Examples:* • *Monitor usage and workload of print servers.* • *Monitor fax servers.* • *Ensures transmissions of downloaded data are received in a usable format.*

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		directed to the Help Desk. • *Transfer files via WS/FTP.* • *Access electronic files by using Connect/Direct function.* • *Obtains/maintains knowledge of service delivery programs to ensure understanding and sense of urgency related to output.* • *Use design tools effectively in print functions.* Analyzes problems and determines a course of action to resolve issues. *Examples:* • *Establish cost effective best practices.* • *Determines appropriate response and implements change within the scope of the position's parameters.*	• *Makes or recommends work process improvements.* Understands impact of new technologies on current systems. *Examples:* • *Demonstrates understanding of enhancements and implements in the workplace.* • *Guide, direct, train, or coach others in the use of new technologies.*

Minimum Training and Experience:
Graduation from a high school and six months of experience in the field or work related to the position. Coursework in computer operations or information technology from technical school or community college may be substituted on a year-for-year basis.